HUMAN SERVICES

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GET TO KNOW HUMAN SERVICES Adding value to our lives

Need a ride to the grocery store? Want to get connected to a nonprofit organization or find a volunteer opportunity? Human Services can help.

Offering a wide variety of programs, services and events, Human Services helps strengthen and connect our community. All Bloomington residents, including low-income families, seniors, multicultural communities and individuals with disabilities, are able to get connected to local, county and state nonprofit services as well as other valuable resources. In 2010, Human Services facilitated an estimated 4,300 connections and provided 3,700 referrals. These resources are available on a daily basis.

For more information on featured programs and services, call Human Services at 952-563-8733, TTY 952-563-8740 or visit the <u>City's website</u>.

HAVIN' FUN WHILE HELPIN' OUT VOLUNTEERS BRING SKILLS, SUPPORT AND SMILES

uman Services relies on volunteers of all ages to help facilitate its programs and services, allowing citizens an opportunity to "give back." Individuals, like Jerry Neren and Kass Lanman, and groups, such as the Minnesota School of Business, make an enormous difference in our community – and they're not alone. In 2010, 405 volunteers recorded 26,667 hours of volunteer time, adding an estimated \$564,274 value to the community.

"And when you volunteer, you get to meet new people and have new experiences."



KASS LANMAN, a Bloomington resident who has been volunteering for more than 30 years, started a group called the Bocce Babes in 2003. She spends as much as 35 hours each month organizing bocce ball games at Valley View Playfield and other activities for the 85-member group. Lanman credits the unofficial structure of the group with attracting

more participants. Members don't need to register, pay dues or even commit to a full season. The group also enjoys trips to Target Field, the Farmers Market, Lake Minnetonka and other destinations.

"I really enjoy encouraging others to be active," Lanman said. "And when you volunteer, you get to meet new people and have new experiences. It's like being in school again."

"What I enjoy most about volunteering is being able to give something back."

Bloomington resident **JERRY NEREN** is a published and award-winning poet who recently hosted a workshop at Bloomington Theatre and Art Center's "Writers' Festival and Book Fair." He came to Human Services in March 2009 with an interest in teaching a senior poetry class; a few months later Neren was welcoming his first students.



"What I enjoy most about volunteering is being able to give something back to the community," Neren said. "As a poetry teacher, as every teacher knows, I learn at least as much as I teach."

Neren estimates he spends about 15 hours per month preparing for his class, not including time spent after class speaking with students individually.

In addition to teaching, Neren also coordinates an annual poetry contest. The contest is open to adults, 50 and older, and people with disabilities. The first poetry contest, held in 2010, received more than 75 entries. Though not all were

winners, all entrants and poetry students celebrated the opportunity to explore their creativity. The class is now an ongoing offering, held on the third Wednesday of each month from 6:30 - 8:30 p.m., at Creekside Community Center.

Our community would not be the great place it is today were it not for the leadership and dedication shown by volunteers like Lanman, Neren, Mader-Halcrow, and other faculty and staff of Minnesota School of Business.

Whether your goal is to make new friends, increase quality of life in your community, or build your resume, there are plenty of volunteer opportunities available working with youth, families and seniors. For more information on how you can get involved, contact Human Services.

"Volunteering at Creekside provides staff with a fun way to serve the community."

MINNESOTA SCHOOL OF BUSINESS FACULTY AND STAFF VOLUNTEERS found a way to give

back and make a few friends "over lunch" as servers at the monthly themed



lunches at Creekside's City Diner.
The help is not only appreciated,
it is very much needed, according
to Human Services Program
Coordinator Melissa Wurst-Persaud.
The themed lunches draw crowds of
150 - 250 people per event.

"For the regular volunteers who serve meals on a daily basis at Creekside, having the Minnesota School of Business volunteers there provides much needed help during these popular lunch events," Wurst-Persaud said.

Katie Mader-Halcrow is a General Education and Resource Center Coordinator, as well as a faculty member at the Richfield-based Minnesota School of Business. Mader-Halcrow has been volunteering with the City Diner group since 2009.

"We appreciate all that the seniors at Creekside have done throughout their lives to make our community strong, and we believe it's time for the community to serve them," Mader-Halcrow said.

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activities.

When you see Website Keywords, go to www.ci.bloomington.mn.us for more information.

KEEPING YOU UPDATED News worth knowing



E-Subscribe

The City offers a variety of online tools to help you stay informed about City news, programs, events and more. For example, you can sign up for updates on the Human Services Senior Program using <u>E-Subscribe</u>.

This free subscription service sends e-mail and wireless notifications when updates to our most popular Web pages are posted.

Don't miss out on Human Services' recently unveiled monthly e-newsletter with updates on the latest news, programs and events.

To receive e-mail updates about current Human Services news and events, go to the City's website, click on <u>E-Subscribe</u> and subscribe to "Human Services."



MAKING YOUR LIFE E-ASIER MANAGING VOLUNTEER

n September, Human Services introduced a new software program for managing volunteers' schedules and activities called Volgistics.

The Volgistics program not only allows volunteers to sign up for new volunteer opportunities, but to manage their schedules online. Volunteers can access their schedules and job assignments from home and may also receive a record of the hours they worked. Volunteer applications and a list of current volunteer positions are available on the City's website.

WEBSITE KEYWORD: VOLGISTICS.

For more information on programs or events, call Human Services at 952-563-8733 or TTY 952-563-8740.



CREATE YOUR OWN MASTERPIECE WOODWORKING MADE EASY

f you can dream it, you can build it at the Creekside Community
Center wood shop. Open to all adults, ages 55 and older who are interested in woodworking, the wood shop at Creekside provides the glue, nails and equipment you'll need to build your masterpiece.

Woodworkers must pass a proficiency test administered by a wood shop foreman. All participants are required to become members upon completion of the proficiency test.

Membership is free. Each visit to the wood shop is \$1.

Wood carvers do not need a membership or proficiency test, but must also provide their own wood. The wood shop is open Mondays, Tuesdays and Thursdays, 8 - 11:30 a.m.; wood carving is available on Wednesdays, 9 - 11 a.m.



NEED A COMPUTER? WE'VE GOT A LAB FULL

The computer lab is open to adults, ages 55 and older, and persons of all ages with disabilities. Computers are equipped with Microsoft Windows 7 or XP. The lab is open Thursdays, 9:30 - 11:30 a.m.

Registration is not required.
Computers are available on a firstcome, first-served basis. The daily cost
for use is \$3.50.

WE ROCK! CHECK OUT THE LAPIDARY

id you know Creekside offers a full lapidary shop for cutting, polishing and engraving stones?

Whether you are a seasoned engraver or a novice interested in learning more about this art form, the lapidary is the place to be, Thursdays, 10 a.m. - 2 p.m. Polishing equipment, rocks and training for newcomers are available.

BUILDING COMMUNITY GET WITH THE PROGRAM AT CREEKSIDE COMMUNITY CENTER



reekside Community Center is the place to be. A staple in the community for more than 40 years, Creekside boasts an active senior program and a variety of spaces that make it the ideal venue for special events, classes, workshops and more.

The Human Services Senior Program provides adults, ages 55 and older, and younger persons with disabilities countless opportunities for socializing, continuing

education, getting fit and more. The program consists of nearly 60 different activities – classes in woodworking, ceramics, poetry writing, music, computer literacy and other arts activities. These unique programs,



developed and run by senior volunteers, include senior leaders who provide structure and guidance for participants. See page HS4 for a calendar of upcoming activities.

Programs are held at Creekside Community Center, 9801 Penn Avenue South, unless otherwise noted. For more information, contact Human Services.

AN IDEAL VENUE HOST AN EVENT

Creekside has rooms for rent that accommodate 10 to 175 people.

Rental rates are determined by the Bloomington City Council, but can range from \$17.75 - \$90.50 per hour,

depending on
the size and type
of rental space.
Tables and chairs
are included
in all rentals.
Most rooms are
equipped with
Wi-Fi and a variety
of audio-visual
equipment, such as



DVD players, Nintendo Wii gaming systems, projectors, microphones and portable screens. Special rentals include a commercial kitchen, computer room, wood shop and piano. For more information or to rent a space, call 952-563-4944 V/TTY or visit the City's website.

WEBSITE KEYWORDS: FAST FACILITY FACTS.

WORKING FOR A COMMON GOOD MEET THE AGENCIES MAKING A DIFFERENCE

n addition to the Bloomington Senior Program, which hosts classes and events five days a week, there are several nonprofit and county agencies that operate out of Creekside. Bringing these organizations together under one roof gives residents convenient, local access to essential and quality-of-life services. Highlighted below are six of the local and regional nonprofit agencies that call Creekside home.

Bloomington United for Youth (BUY) Central Grounds Coffee House is the most recent addition. The program, run by local teens, is open to all Bloomington high school students in grades 9 - 12. Mondays, Wednesdays and every other Friday from 2:30 - 5:30 p.m., the coffeehouse provides teens with their own space to eat, watch movies, play games, do homework or just relax. Nearly 100 teens are involved in BUY.

The Creekside Club, a Martin
Luther Care Center adult day program,
provides care for adults where they can
enjoy working on art projects, listening
to music, exercising, learning new skills
and more.



Hennepin County Economic and Child Care Assistance staff is available to review eligibility requirements for county financial assistance. Programs include food support, rent assistance and emergency funds. They also can assist in paying for child care expenses.

Hennepin South Services
Collaborative brings together cities
and schools, health and human service
providers, businesses and families to
improve the quality and effectiveness
of services provided to individuals and
families in Bloomington and other
communities.

Loaves & Fishes is a nonprofit organization that provides nutritious meals to those in need in the Twin Cities metro area. Meals are sponsored by local businesses and organizations, whose members purchase, prepare and serve the meals. Creekside is one of nine Loaves & Fishes sites in the metro area and only one of four sites that serves meals Monday through Friday. This valuable food program helps Bloomington residents stretch their food budgets while ensuring their families' nutritional needs are met. In 2010, nearly 38,600 meals were served.



Optage In-Home Care, a division of Presbyterian Homes & Services, provides highly trained nurses and caregivers who coordinate social visits, mobility assistance, laundry, light housekeeping, transportation to appointments, meal planning and preparation, grocery shopping and delivery, medication setup and reminders, physical, occupational and respiratory therapies, and more. Optage caregivers also provide coordination of care for older adults who wish to remain in their homes.

Senior Community Services and
CareNextion offer the Household and
Outside Maintenance for the Elderly
(H.O.M.E.) program to seniors, ages
55 and older, who need assistance
completing everyday household
chores, such as painting, yard work
and maintenance. The Senior Outreach
Program also has licensed social workers
who make home visits to assist seniors
and their family members in finding
and arranging for services. CareNextion
also provides online outreach services.

For information on any of the above programs, contact Human Services.



REPORTING A HUMAN RIGHTS VIOLATION MAKING YOUR VOICE HEARD

The Bloomington Human Rights Commission aids and advises the City Council in ensuring all citizens have equal opportunity in employment, housing, public accommodations, public services, education and other affairs.

The commission sponsors a number of educational forums and provides mediation for individuals who feel they have been discriminated against, in relation to human rights laws.

For more information or to make a complaint, contact the Human Rights Commission.

KNOW YOUR RIGHTS AMERICANS WITH DISABILITIES ACT

he Americans
with Disabilities
Act (ADA) was
enacted to provide broad
anti-discrimination
protection for all persons
with physical and
mental impairments
that substantially limit
one or more major life
activities. The ADA covers



employment, public services, public accommodations, services operated by private entities and telecommunication relay services.

The City has staff with ADA training that can provide assistance, guidance and follow-up in reference to the Americans with Disabilities Act. Call Human Services if:

- You believe you have been discriminated against because of a disability.
- You are building or renovating a publicly used building and want to make sure ADA guidelines for accessibility are met.
- You are a concerned citizen who believes a public or private entity isn't accessible.
 The City has made a commitment to serve individuals with disabilities and to
 make sure every individual has access to all services, public and private. Since 2007,
 Human Services has purchased almost \$10,000 in accessible equipment, including a beach walker, wheelchair and pool lift, to increase participation by individuals with disabilities at the Bloomington Family Aquatic Center and Bush Lake Beach.

For more information, contact Human Services.



WORTHY OF RECOGNITION

PRESBYTERIAN HOMES RECEIVES OPENING DOORS AWARD

The Human Rights Commission and DisAbility Employment Awareness Committee recently presented Presbyterian Homes & Services with the 2011 Opening Doors Award.

This award is presented annually to a Bloomington business or organization that excels in the employment and advancement of people with disabilities. For more than 30 years, Presbyterian Homes & Services has employed individuals with disabilities in multiple areas of its organization and has offered internship opportunities to Jefferson High School students with disabilities.

WEBSITE KEYWORDS: OPENING DOORS.

PROMOTING EQUALITY IN THE COMMUNITY

THE BLOOMINGTON HUMAN RIGHTS COMMISSION



S ince 1968, the Bloomington Human Rights Commission has advised the City Council on a variety of important human rights issues. The nine-member commission also recognizes community members for their outstanding efforts in the area of human rights through the Omar Bonderud Human Rights Award and the DisAbility Employment Awareness Month Business Recognition Awards.

The Commission's primary focus is promoting programs and activities that build an inclusive and accessible community.

Website keywords: Human Rights Commission.

To contact the Human Rights Commission, call 952-563-8733, TTY 952-563-8740 or e-mail https://doi.org/no.mn.us.



Mary Rice-Manzke, Chairperson Term: 1/24/11 - 12/31/12



Vacant position



Marie Holm, Second Vice-Chairperson
Term: 1/24/11 - 12/31/12



Cynthia Kunkel, Youth Commissioner Term: 8/15/11 - 8/31/12



Istaahil Maalin, Commissioner Term: 1/24/11 - 12/31/12



Stan McFall, Commissioner Term: 1/24/11 - 12/31/12



Noah Nieting, Youth Commissioner Term: 8/15/11 - 8/31/12



Sanu Patel-Zellinger, Commissioner Term: 1/24/11 - 12/31/12



Don Peterson, Commissioner Term: 1/4/10 - 12/31/11



PEACE RUN AND DIVERSITY DAY

undreds of Bloomington high school students, staff and community members will run, walk and roll from Kennedy to Jefferson High School on Friday, May 4, 10 a.m., to promote diversity and peace. At the end of the run, each school observes Diversity Day with presentations, cultural awareness displays and activities.

During 2011 Diversity Day, more than 200 students from Jefferson and Kennedy high schools participated in the peace run. A total of 81 different cultural booths were represented by 366 students. In addition, members of the Minnesota League of Women Voters, Oak Grove Presbyterian Church, Bloomington Transition Plus Program and Bloomington Historical Society provided supervision and assistance during the event.

WEBSITE KEYWORDS: DIVERSITY DAY.



Don't miss these SPECIAL LUNCH EVENTS

uman Services hosts two lunch events every month, featuring special menus, door prizes, musical entertainment and guest speakers. Upcoming events include a Chinese New Year celebration, Octoberfest and Holiday Baking with Marjorie Johnson, photo above.

Meals are \$6 for guests under the age of 60 and a \$3 suggested contribution for guests 60 and older. Reservations must be made at least two days in advance.



YOUTH LEADERSHIP RETREAT

The Fourth Annual Youth
Leadership Retreat takes place
Friday, March 2, 3 - 8 p.m., at
Bloomington Civic Plaza. Sponsored
by the Human Rights Commission,
past events have featured
motivational keynote speakers. For
more information, call 952-563-8733.

WEBSITE KEYWORDS: YOUTH RETREAT.



KITE DAY

pend a fun afternoon at Kite Day, Saturday, May 5, 1 - 4 p.m., at Valley View Play Field, 9000 Portland Avenue South. Enjoy kite flying demonstrations by the Minnesota Kite Society, children's activities and a kite contest.

This annual event is sponsored by Human Services, Bloomington Sister City Organization, Parks and Recreation, Walser Foundation, and Ziegler Power Systems.

MARK YOUR CALENDAR On the 1 2012, residents will have a variety of fun and exciting City's website, click on E-Subscribe

n 2012, residents will have a variety of fun and exciting ways to experience different cultures, savor good food and enjoy a variety of entertainment. Events will take place at Creekside Community Center, 9801 Penn Avenue South, or Civic Plaza, 1800 West Old Shakopee Road. For more information on these activities, call Human Services at 952-563-4944 V/TTY.

City's website, click on *E-Subscribe* and sign up to receive Human Services e-mail updates.

			2012	
			January	
Th	5	11:30 a.m.	Lunch Event: New Year Resolutions	Creekside
M	23	11:30 a.m.	Lunch Event: Chinese New Year	Creekside
			February	
Т	14	11:30 a.m.	Lunch Event: Valentine's Day	Creekside
Т	21	11:30 a.m.	Lunch Event: Mardi Gras	Creekside
			March	
F	2	3 p.m.	Youth Leadership Retreat	Civic Plaza
F	16	11:30 a.m.	Lunch Event: St. Patrick's Day	Creekside
M	26	11:30 a.m.	Lunch Event: Social Media	Creekside
			April	
M	2	8 a.m.	Diversity Day T-shirt Contest display opens	Civic Plaza
Th	5	11:30 a.m.	Lunch Event: Happy Trails	Creekside
M	16	11:30 a.m.	Lunch Event: Cheap Chick Couponing	Creekside
			May	
F	4	11:30 a.m.	Lunch Event: Cinco de Mayo	Creekside
F	4	10 a.m.	Peace Run and Diversity Day	Creekside
Sa	5	1 p.m.	Kite Day	Creekside
Th	17	All day	Citywide Garage Sales begin	Creekside
M	21	11:30 a.m.	Lunch Event: Older Americans Month	Creekside
F	25	10 a.m.	Join Hands Day	Creekside
June				
Sa	2	10 a.m.	Senior Fair	Creekside
Th	7	11:30 a.m.	Lunch Event: Memory Lane	Creekside
Sa	16	9 a.m.	Global Celebration	Civic Plaza
M	18	11:30 a.m.	Lunch Event: Under the Sea	Creekside
July				
M	9	11:30 a.m.	Lunch Event: Made in the USA	Creekside
Th	26	11:30 a.m.	Lunch Event: Weather Permitting	Creekside
			August	
M	6	11:30 a.m.	Lunch Event: Aloha!	Creekside
Th	23	11:30 a.m.	Lunch Event: See you at the Fair!	Creekside
			September	
M	10	11:30 a.m.	Lunch Event: Crime Prevention	Creekside
M	17	7 p.m.	International Peace Day Proclamation	Civic Plaza
Th	27	11:30 p.m.	Lunch Event: Disney	Creekside
			October	
M	1	7 p.m.	DEAM Employer Award/Proclamation	Civic Plaza
M	15	11:30 a.m.	Lunch Event: Octoberfest	Creekside
W	31	11:30 a.m.	Lunch Event: Halloween	Creekside
			November	
F	9	11:30 a.m.	Lunch Event: Veterans Appreciation	Creekside
M	19	11:30 a.m.	Lunch Event: Thanksgiving	Creekside
			December	
M	3	11:30 a.m.	Lunch Event: Holiday Baking with Marjorie Johnson	Creekside
M	17	11:30 a.m.	Lunch Event: Human Services Volunteer Recognition	Creekside



2012 CITYWIDE GARAGE SALES

The Bloomington Optimist Youth Foundation, with the support of Human Services, will hold the 2012 Citywide Garage Sales, Thursday, May 17 - Saturday, May 19.

For more information, call the Bloomington Optimist Youth Foundation at 952-831-3798.

WEBSITE KEYWORDS: CITYWIDE GARAGE SALES.



A GLOBAL FESTIVAL OF FOOD AND CULTURE

on't miss the fifth annual Global Celebration, Saturday, June 16. This free event, held in conjunction with the Farmers Market, will feature a variety of cultural entertainment, food and activities for the whole family.

The Global Celebration is sponsored by Human Services, Parks and Recreation, and the Human Rights Commission.

WEBSITE KEYWORDS: GLOBAL CELEBRATION.



DRIVING SAFE

You may qualify for an auto insurance premium discount by participating in the AARP Driver's Safety Program – the nation's first and largest refresher course for drivers, age 50 and older. Courses are offered throughout the year.